

# **SHIVAJI UNIVERSITY, KOLHAPUR**



“A” Re accredited by NAAC  
(2014) with CGPA 3.16

**Faculty of Interdisciplinary Studies**  
**Structure, Scheme and Syllabus for**  
**Bachelor of Vocation (B. Voc.)**  
**Tourism and Service Industry**  
**Part III- Sem. V & VI**

(Subject to the modifications that will be made from time to time)

Syllabus to be implemented from June 2020 onwards.

**SHIVAJI UNIVERSITY, KOLHAPUR**  
**STRUCTURE AND SYLLABUS OF B. Voc.**

**Bachelor of Vocation (B.Voc.)**

**Tourism and Service Industry**

<b>TITLE</b>	: B.Voc. Part. III (Degree) Syllabus (Semester Pattern) Under Faculty of Interdisciplinary studies
<b>YEAR OF IMPLEMENTATION</b>	: Syllabus will be implemented from academic year 2020-2021
<b>DURATION</b>	B. Voc. Part I, II and III (Three Years) B. Voc. Part I - Diploma (One Year) NSQF Level 5 B. Voc. Part II - Advanced Diploma (Second Year) NSQF Level 6 B. Voc. Part III – Degree (Third Year) NSQF Level 7
<b>PATTERN OF EXAMINATION:</b>	Semester Pattern
• <b>Theory Examination –</b>	At the end of semester as per Shivaji University Rules
• <b>Practical Examination –</b>	i) In the 1 <sup>st</sup> , 3 <sup>rd</sup> and 5 <sup>th</sup> semester of B. Voc. there will be internal assessment of practical record, related Report submission and Project reports at the end of semester. ii) In the second semester of B. Voc. I, there will be internal practical examination at the end of semester. iii) In the 4 <sup>th</sup> and 6 <sup>th</sup> semester of B. Voc. there will be external practical examination at the end of semester.
<b>MEDIUM OF INSTRUCTION:</b>	English
<b>STRUCTURE OF COURSE:</b>	B. Voc. Part – I, II and III Two Semesters Per Year Two General Papers per year / semester Three Vocational Papers per Year / Semester Three Practical papers per Year / Semester One Project/Study Tour/ Survey/Industrial Visit/Internship/Industrial training
<b>SCHEME OF EXAMINATION</b>	

**A) THEORY**

- The theory examination shall be at the end of the each semester.
- All the general theory papers shall carry 40 marks and all vocational theory papers shall carry 50 marks.
- Evaluation of the performance of the students in theory shall be on the basis of semester examination as mentioned above.

- Question paper will be set in the view of entire syllabus preferably covering each unit of the syllabus.
- **Nature of question paper for Theory examination**
- **A) For skill component papers: Total marks: 50**
  - Q. No. 1: Multiple choice questions (ten questions) (1×10 = 10 marks)
  - Q. No. 2: Long answer type questions (any two out of four) (2 × 10 = 20 marks)
  - Q. No. 3: Short Notes (any four out of six) (4 × 5 = 20 marks)
- **B) For General education Component Papers: Total marks: 40**
  - Q.No.1: Multiple choice questions (eight questions) (1 × 8 = 8 marks)
  - Q.No.2: Long answer type questions (any two out of four) (2 ×10 = 20 marks)
  - Q.No.3: Short Notes (any three out of five) (4 × 3 = 12 marks)

## B) PRACTICAL

Evaluation of the performance of the students in practical shall be on the basis of semester examination. (Internal assessment at the end of Semester I, II and III and V and external examination at the end of Semester IV and VI as mentioned separately in each paper.

### Standard of Passing:

As per the guidelines and rules for B. Voc. (Attached Separately – Annexure I)

### Structure of the Course

#### B.Voc - III Semester- V

Sr. No	Paper No.	Title	Theory /Practical/ Project	Marks (Total)	Distribution of Marks	
					Theory	Practical
<b>General Education Component :</b>						
1	XXXVII	Travel Insurance	Theory /Practical	50	40	10
2	XXXVIII	Domestic Tour Management	Theory /Practical	50	40	10
<b>Skill Component :</b>						
3	XXXIX	Indian Railway Tours	Theory	50	50	-
4	XXXX	Domestics Ticket Booking	Theory	50	50	-
5	XXXXI	Health and Safety Management of Tourist	Theory	50	50	-
6	XXXXII	Laboratory Work : Indian Railway Tours	Practical	50	-	50
7	XXXXIII	Laboratory Work : Domestics Ticket Booking	Practical	50	-	50
8	XXXXIV	Laboratory Work : Health and Safety Management of Tourist	Practical	50	-	50
9	XXXXV	Project/ Long Tour	--	50	-	50

### B.Voc – III Semester- VI

Sr. No	Paper No.	Title	Theory /Practical /Project	Marks (Total)	Distribution of Marks	
					Theory	Practical
<b>General Education Component :</b>						
1	XXXXVI	Passport and VISA	Theory/ Practical	50	40	10
2	XXXXVII	International Tour Management	Theory/ Practical	50	40	10
<b>Skill Component :</b>						
3	XXXXVIII	International Ticket Booking	Theory	50	50	-
4	XXXXIX	Work Experience in Tourism Sector	Theory	50	50	-
5	XXXXX	Hospitality in Hotels	Theory	50	50	-
6	XXXXXI	Laboratory Work : International Ticket Booking	Practical	50	-	50
7	XXXXXII	Laboratory Work : Work Experience in Tourism Sector	Practical	50	-	50
8	XXXXXIII	Laboratory Work : Hospitality in Hotels	Practical	50	-	50
9	XXXXXIV	Project/ Internship	--	50	-	50

### Scheme of Teaching : B.Voc - Part III Semester – V

Sr. No	Paper No	Titles	Distribution of Workload ( Per Week )		
			Theory	Practical	Total
1	XXXVII	Travel Insurance	4	2	6
2	XXXVIII	Domestic Tour Management	4	2	6
3	XXXVIX	Indian Railway Tours	4	-	4
4	XXXX	Domestics Ticket Booking	4	-	4
5	XXXXI	Health and Safety Management of Tourist	4	-	4
6	XXXXII	Laboratory Work : Indian Railway Tours	-	4	4
7	XXXXIII	Laboratory Work : Domestics Ticket Booking	-	4	4
8	XXXXIV	Laboratory Work : Health and Safety Management of Tourist	-	4	4
9	XXXXV	Project/ Long Tour	-	-	-
<b>Total--</b>			<b>20</b>	<b>16</b>	<b>36</b>

### Scheme of Teaching: B.Voc - Part III Semester - VI

Sr. No	Paper No	Titles	Distribution of Workload ( Per Week )		
			Theory	Practical	Total
1	XXXXVI	Passport and VISA	4	2	6
2	XXXXVII	International Tour Management	4	2	6
3	XXXXVIII	International Ticket Booking	4	-	4
4	XXXXIX	Work Experience in Tourism Sector	4	-	4
5	XXXXX	Hospitality in Hotels	4	-	4
6	XXXXXI	Laboratory Work : International Ticket Booking	-	4	4
7	XXXXXII	Laboratory Work : Work Experience in Tourism Sector	-	4	4
8	XXXXXIII	Laboratory Work : Hospitality in Hotels	-	4	4
9	XXXXXIV	Project/ Internship	-	-	-
		<b>Total--</b>	<b>20</b>	<b>16</b>	<b>36</b>

#### Eligibility for Admission:

10 +2 from any faculty or equivalent Diploma / Advanced Diploma in any related Stream.

#### Eligibility for Faculty:

- 1) M. A. Geography with Ph.D. / Diploma in Travels and Tourism with 5 years of experience in the relevant field.
- 2) M.A, M.Com./MBA/MCA with SET/NET/Ph.D. for General Component Syllabus

#### Eligibility for Laboratory Assistant:

B.Sc. in Hotel and Tourism Management / Hotel Management and Catering Technology/Hospitality and Tourism Studies or Diploma in the relevant field

#### Staffing Pattern:

One Assistant Professor for three years (purely on contractual basis).

CHB basis and Visiting faculty as per the need of workload and requirement may be appointed.

**Subject wise credit assignment for B. Voc. – Part III, Semester – V**

Sr. No.	Paper No.	Titles	Theory/ Practical/ Project	Marks (Total)	Distribution of Marks		Credits	
					Theory	Practical	Theory	Practical
1	XXXVII	Travel Insurance	Theory/ Practical	50	40	10	3	2
2	XXXVIII	Domestic Tour Management	Theory/ Practical	50	40	10	3	2
3	XXXIX	Indian Railway Tours	Theory	50	50	--	3	--
4	XXXX	Domestics Ticket Booking	Theory	50	50	--	3	--
5	XXXXI	Health and Safety Management of Tourist	Theory	50	50	--	3	--
6	XXXXII	Laboratory Work : Indian Railway Tours	Practical	50	--	50	--	3
7	XXXXIII	Laboratory Work : Domestics Ticket Booking	Practical	50	--	50	--	3
8	XXXXIV	Laboratory Work : Health and Safety Management of Tourist	Practical	50	--	50	--	3
9	XXXXV	Project/ Long Tour	--	50	--	50	--	2

**Subject wise credit assignment for B. Voc. –Part III, Semester – VI**

Sr. No.	Paper No.	Titles	Theory/ Practical/ Project	Marks (Total)	Distribution of Marks		Credits	
					Theory	Practical	Theory	Practical
1	XXXXVI	Passport and VISA	Theory/ Practical	50	40	10	3	2
2	XXXXVII	International Tour Management	Theory/ Practical	50	40	10	3	2
3	XXXXVIII	International Ticket Booking	Theory	50	50	--	3	--
4	XXXXIX	Work Experience in Tourism Sector	Theory	50	50	--	3	--
5	XXXXX	Hospitality in Hotels	Theory/ Practical	50	50	--	3	--
6	XXXXXI	Laboratory Work : International Ticket Booking	Practical	50	--	50	--	3
7	XXXXXII	Laboratory Work : Work Experience in Tourism Sector	Practical	50	--	50	--	3
8	XXXXXIII	Laboratory Work : Hospitality in Hotels	Practical	50	--	50	--	3
9	XXXXXIV	Project/ Internship	--	50	--	50	--	2

*\*For Project/Industrial visit /study tour /internship, the workload includes self-study outside of class hours i.e.4 lectures per week.*

**B.Voc. Part-III, Semester V  
Tourism and Service Industry**

**Paper No: XXXVII  
Travel Insurance**

Work Load – 6  
Theory – 4 Lectures / Week  
Practical – 2 Lectures / Week/Batch

Total Marks – 50  
Theory – 40 Marks  
Practical – 10 Marks

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**Objective:-**

- i) To improve the on duties work in Tourism and Service Industry.
- ii) To know the concept of Travel Insurance.

**UNIT 1: Introduction To Travel Insurance**

- 1.1 Meaning of the Travel Insurance.
- 1.2 Travel Insurance in Tourism Sector.
- 1.3 Advantages of Travel Insurance.
- 1.4 Disadvantages of Travel Insurance for Tourist.

**UNIT 2: Types Of The Travel Insurance**

- 2.1 Travel Insurance Types basis on Tours and Travel.
- 2.2 Gold Travel Insurance and Silver Travel Insurance
- 2.3 Platinum Travel Insurance in the Air Services.
- 2.4 Other Travel Insurance for tourist.

**UNIT 3: IRDA and Others Authorities.**

- 3.1 Government Authorities for Insurance.
- 3.2 Insurance Regulatory and Development Authority (IRDA) its work and System.
- 3.3 Other Government and non Government Agencies.
- 3.4 Policy Making for Travel Insurance.

**UNIT 4: Various Companies**

- 4.1 Private Companies involved in Travel Insurance Systems.
- 4.2 Various companies involved in Travel Insurance.
- 4.3 Require documents for Travels Insurance.
- 4.4 Travel Insurance through Agents services.

**References:**

- 1) Patel, S.G., Modern Market Research, Himalaya Publishing.
- 2) Crough, Marketing Research for Managers.
- 3) Insurance Book for Air Travels.

**Practical:**

- 1) Preparation of data generation for Travel Insurance.
- 2) Preparation for policies in Travel Insurance.
- 3) Role of Travel Insurance Agent
- 4) How to behave with the Tourist.

**Scheme of Internal Practical Evaluation 10 Marks**

- 1) Submission of Record Book 5 Marks
- 2) Viva – Voce 5 Mark

**B.Voc. Part-III, Semester V**  
**Tourism and Service Industry**  
**Paper No: XXXVIII**  
**Domestic Tour Management**

Work Load – 6  
Theory – 4 Lectures / Week  
Practical – 2 Lectures / Week/Batch

Total Marks – 50  
Theory – 40 Marks  
Practical – 10 Marks

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**Objective**

- i) To study the various Services in Tours related services.
- ii) To understand operations and Ways of Tour Management.
- iii) To know about motivation.

**UNIT 1: Introduction to Tour Operations**

- 1.1 Introduction of Tour operations : Important part of Tourism Industry.
- 1.2 Tours operations facilities with natures and scopes in Tourism.
- 1.3 Factor affection of Tours operations with India and World.
- 1.4 Systematic Tour operations in Tourism Industry.

**UNIT 2: National Tour Management**

- 2.1 Information about the National Tour Management with all aspects.
- 2.2 Cost setting management in National Tour with respective with profit.
- 2.3 Introduce various Indian Tours. Direction wise and Tourist interest wise Management.
- 2.4 Packaging and various offers in Tours Managements systems.

**UNIT 3: National Tours Organizations**

- 3.1 Introductions of National Organizations : Important in Tourism Industry .
- 3.2 Details information regarding the National Highways and State ways.
- 3.3 Advantages of National Tours in Tourism Industry.
- 3.4 Disadvantages of National Tours in Tourism Industry.

**UNIT 4: Barriers in National Tour Management.**

- 4.1 Meaning of Barriers in Tourism Industry.
- 4.2 Barriers like Climatic conditions: Seasonal changes affecting on Tourist Tours.
- 4.3 Terrorist Attacks in Tourist Places: A serious Barrier.
- 4.4 Strikes and Others Barriers in Tourism Sector.

**References:**

- 1) Jacqueline Holland and David Leslie 2017 : Tour Operators and Operations: Development, Management and Responsibility
- 2) Patel, S.G., Modern Market Research, Himalaya Publishing.
- 3) ) Crough, Marketing Research for Managers.
- 4) ) Nigel Evans and Warwick Frost : Travel & Tour Management , Pearson Education Australia, 2003.

**Practical:**

- 1) Preparation of Tour Services



- 2) Preparation of National Tour
- 3) Develop the Tour Operators members.
- 4) Personality Development.

**Scheme of Internal Practical Evaluation 10 Marks**

- 1) Submission of Journal Book 5 Mark
- 2) Viva – Voce 5 Marks

**B.Voc. Part-III, Semester V  
Tourism and Service Industry**

**Paper No: XXXIX  
Indian Railway Tours**

Work Load  
Theory – 4 Lectures / Week

Total Marks – 50

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**Objective**

- i) To understand the basics regarding the Indian Railway.
- ii) To study the work and system of Indian Railway.

**Unit 1: Introduction to Indian Railway**

- 1.1 Brief History of Indian Railway with its work and systems.
- 1.2 Nature and Future and various aspects in the Indian Railway.
- 1.3 Salient Feature of Indian Railway with connecting Tourist Places.
- 1.4 Organization Setup of Indian Railway.

**Unit 2: Types of Indian Railways.**

- 2.1 Introduction to Types of Indian Railway.
- 2.2 Specification of Broad Gauge and Meter Gauge Railway Type
- 2.3 Specification Narrow Gauge and Standard Gauge Railway Type.
- 2.4 Advantages and Disadvantages of Indian Railway Type.

**Unit 3: Indian Railway Tours**

- 3.1 Privatization in Indian Railway : Development Plans for Privatization.
- 3.2 Management of Indian Railway Tours.
- 3.3 Meaning of IRCTC with Tourist point of view.
- 3.4 Indian Railway Boards and Directors works and Systems.

**Unit 4: Barriers in Indian Railways Tourism**

- 4.1 Meaning and Nature of Barriers in Indian Railway.
- 4.2 Various Factors affecting on Indian Railway Tours.
- 4.3 Climatic Barriers is very trouble for Indian Railway Tours.
- 4.4 Heavy Rainfall, Cloud bust, Landslides, Fog Cover, Cyclones etc barriers.

**References:**

- 1) IRCTC Web Site.
- 2) Indian Railway Hand Book.
- 3) <http://www.indianrailways.gov.in/>
- 4) Ruskin Bound : Indian Railway Stories : Published by Penguin Books 2000.

**B.Voc. Part-III, Semester V  
Tourism and Service Industry**

**Paper No.: XXXX  
Domestics Ticket Bookings**

Work Load  
Theory – 4 Lectures / Week

Total Marks – 50

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**Objective:-**

- i) To know about Ticket Booking
- ii) To Understand Booking Agents Policies

**UNIT 1: Introduction to Domestics Tickets**

- 1.1 Introduction about Domestics Tickets.
- 1.2 Domestics Travels profits and losses.
- 1.3 Factors affecting on Domestics Travels with Tourist.
- 1.4 Need of Domestics Travels.

**UNIT 2: Domestic Tickets Booking**

- 2.1 Information about Ticket booking for Various ways.
- 2.2 Domestic Tickets Booking for various tours.
- 2.3 Domestic Tickets issues with profit and loss.
- 2.4 Confirmation and Cancellation system in Domestic Ticket Booking.

**UNIT 3: Domestic Network**

- 3.1 Information regarding Domestic Network.
- 3.2 Importance of tour operator in Domestic Network area.
- 3.3 Concessional Fares in Domestic Network with all aspects.
- 3.4 Child travel issues and problem in Domestic Network.

**UNIT 4: Domestic Booking Agents**

- 4.1 Definitions of Booking Agents with all aspects in Tourism Industry.
- 4.2 Role of booking agents in domestic booking system.
- 4.3 Agents commission.
- 4.4 Cost finalisation.

**References:**

- 1) Gupta, SP, Lal, K, Bhattacharya, M. Cultural Tourism in India (DK Print 2002).
- 2) Hawkins. R.E., Encyclopaedia of Indian Natural History.
- 3) Reg Grant : Flight A complete History of Aviation : IWM Publisher 2017.

**B.Voc. Part-III, Semester V  
Tourism and Service Industry**

**Paper No.: XXXXI**

**Health and Safety Management of Tourist**

Work Load  
Theory – 4 Lectures / Week

Total Marks – 50  
Theory – 50 Marks

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**Objective**

- i) To Understand the Health related issues of the Tourist.
- ii) To know the various Responsibility in the Management.

**UNIT 1: Tourist Health.**

- 1.1 Details information regarding Tourist Health.
- 1.2 Age wise Health related problem of Tourist.
- 1.3 Various Disease :Related of the Tourist.
- 1.4 Temporary Solutions for any medical emergency.

**UNIT 2: Health and Safety Management Systems.**

- 2.1 Health and Safety Management operation in Tourism and Service Industry sector.
- 2.2 Concept of Compliance with the law and Cost reduction,
- 2.3 Basics of Employee Relations standard.
- 2.4 Safety Management in Tourism and Service Industry.

**UNIT 3: Safety & Health Standards General**

- 3.1 Tourist Safety and Health Standards operations in Tourism Sector.
- 3.2 Hazard Identifications before going any Tour.
- 3.3 Concept of Risk Management with related to Tourism and Service Industry.
- 3.4 Implementation and Operation for Safety & Health Standards General.

**UNIT 4: Monitoring and Measurement**

- 4.1 Active Monitoring in Tourism and Service Industry as per Tourist tours.
- 4.2 Meaning of Reactive Monitoring System.
- 4.3 Measurement Techniques of any problem..
- 4.4 Concept of Monitoring and Measurement in the Tourist Sector.

**References:**

- 1) Jacqueline Holland and David Leslie 2017 : Tour Operators and Operations: Development, Management and Responsibility
- 2) Patel, S.G., Modern Market Research, Himalaya Publishing.
- 3) ) Crough, Marketing Research for Managers.
- 4) ) Nigel Evans and Warwick Frost : Travel & Tour Management , Pearson Education Australia, 2003.

**B.Voc. Part-III, Semester V**  
**Tourism and Service Industry**  
**Paper No.: XXXXII**  
**Laboratory Work: Indian Railway Tours**

Work Load

Marks- 50

Practical- 4 lectures / Week / Batch

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Practicals:

1. Major Railway Stations show in India Map
2. Major Railway Stations show in Maharashtra Map.
3. Online check the railway Ticket operating system
4. Show the Tour route and location in the map using India Map
5. Show the Tour route and location in the map using Maharashtra Map.

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

- |   |          |
|---|----------|
| Q.1: Perform any two practical from the above | 20 marks |
| Q.2: Practical record book                    | 20 marks |
| Q.3: Viva – voce                              | 10 marks |

**B.Voc. Part-III, Semester V**  
**Tourism and Service Industry**  
**Paper No.: XXXXIII**  
**Laboratory Work: Domestic Ticket Bookings**

Work Load

Practical- 4 lectures / Week / Batch

Marks- 50

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Practicals:

1. Use online portal of ticket booking
2. Book the tickets for the students.
3. Show the ticket cancellations system.
4. Show the booking agents activities using internet.
5. Searching the concessional fare on internet.

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

Q.1: Perform any two practical from the above

20 marks

Q.2: Practical record book

20 marks

Q.3: Viva – voce

10 marks

**B.Voc. Part-III, Semester V**  
**Tourism and Service Industry**  
**Paper No.: XXXXIV**

**Laboratory Work: Health and Safety Management of Tourist**

Work Load

Marks- 50

Practical- 4 lectures / Week / Batch

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Practicals:

1. Prepare a form for the tourist before go to the tour.
2. Searching on internet about the tourist health organizations.
3. Identifies critical zones in the Indian Map.
4. Identifies critical zones in the World Map.
5. Create a health and safety form for the students.

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

- |   |          |
|---|----------|
| Q.1: Perform any two practical from the above | 20 marks |
| Q.2: Practical record book                    | 20 marks |
| Q.3: Viva – voce                              | 10 marks |

**B.Voc. Part-III, Semester V**  
**Tourism and Service Industry**  
**Paper No.: XXXXV**  
**Project/Industrial visit/Industrial training**

Work Load-

Practical- 4 lectures / Week / Batch

Marks- 50

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Students must submit detailed report related to topics on

1) Study tour in south India with observation regarding climate, settlements, occupations, lifestyle, hotel types and tourist places.

Or

2) Based on Tours and Travel office visit

Or

3) Based on Tours and Travel Company

Note: Students should complete Tours and Travel office visits for the required duration and submit Tours and Travel visits office report in the Department.

**Scheme of Report Evaluation**

**Internal Evaluation**

- Report related to above.
- Viva- voce

40 marks

10 marks



**B.Voc. Part-III, Semester VI  
Tourism and Service Industry**

**Paper No.: XXXXVI**

**Passport and VISA**

Work Load – 6  
Theory – 4 Lectures /Week  
Practical – 2 Lectures /Week / Batch

Total Marks – 50  
Theory – 40 Marks  
Practical – 10 Marks

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**Objective**

- i) To know the basic difference between Passport and VISA.
- ii) To understand the basic need of Passport and VISA.

**UNIT 1: Basics of Passport**

- 1.1 Introduction and Concept of Passport.
- 1.2 Components and Features of Passport.
- 1.3 Importance and Utilization of Passport.
- 1.4 Passports type and implementation system.

**UNIT 2: Need of Passport**

- 2.1 Concept of need of the Passport for Travel around the world.
- 2.3 Country wise passport system.
- 2.4 Concept of Embassy in Tourist Business Sector.
- 2.5 Passport opening Steps in various purposes.

**UNIT 3: Basics of VISA**

- 3.1 Introduction and Concept of VISA.
- 3.2 Components and Features of VISA.
- 3.3 Importance and Utilization of VISA.
- 3.4 VISA type and Implementation system.

**UNIT 4: Need of VISA.**

- 4.1 Concept of need of VISA for travel around world.
- 4.2 Difference between Passport and VISA.
- 4.3 Application form for VISA with various Countries.
- 4.4 Concept of Tourist VISA in the Tourist Sector.

**References:**

- 1) <https://org2.passportindia.gov.in/>
- 2) Crough, Marketing Research for Managers :2002.
- 3) Nigel Evans and Warwick Frost : Travel & Tour Management , Pearson Education Australia, 2003.
- 4) Gupta, SP, Lal, K, Bhattacharya, M. Cultural Tourism in India (DK Print 2002).

**Practical:**

- 1) Preparation of data generation for Passport
- 2) Preparation of data generation for VISA.
- 3) Filling online and offline Passport forms.
- 4) Practical on How to fill online VISA forms.

**Scheme of Internal Practical Evaluation 10 Marks**

- 1) Submission of Record Book 5 Marks
- 2) Viva – Voce 5 Marks

**B.Voc. Part-III, Semester VI  
Tourism and Service Industry**

**Paper No.: XXXXVII  
Tour Management Part II**

Work Load – 6  
Theory – 4 Lectures /Week  
Practical – 2 Lectures /Week/Batch

Total Marks – 50  
Theory – 40 Marks  
Practical – 10 Marks

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**Objective**

- i) To study the various Services in Tours around the World.
- ii) To understand operations of International Tours.

**Unit 1: Introduction to International Tour Operations**

- 1.1 Introduction of International Tour operations : Important part of Tourism Industry.
- 1.2 International Tours operations facilities with natures and scopes in Tourism.
- 1.3 Factor affection on International Tours operations with respect to World.
- 1.4 Systematic International Tours operations.

**Unit 2: International Tours Organizations**

- 2.1 Introductions of International Organizations: Important in Tourism Industry .
- 2.2 Aspect of the International Tour Operations.
- 2.3 Advantages of International Organizations.
- 2.4 Disadvantages of International Organizations.

**Unit 3: International Tour Management**

- 3.1 Management and amount setting in the International Tours.
- 3.2 Packaging and offers in International Tours Managements.
- 3.3 Major difference between National and International Tours.
- 3.4 Concept o f International Tour Management with Tourist benefits.

**Unit 4 Barriers in International Tour Management.**

- 4.1 Meaning of Barriers in International Tour Management.
- 4.2 Barriers like Climatic conditions: Seasonal changes affecting on International Tours.
- 4.3 Terrorist Attacks study in the various Countries.
- 4.4 Strikes and Others Barriers in International Tourism Sector.

**References:**

- 1) Patel, S.G., Modern Market Research, Himalaya Publishing.
- 2) Crough, Marketing Research for Managers.
- 3) Jacqueline Holland and David Leslie 2017 : Tour Operators and Operations: Development, Management and Responsibility

4) Nigel Evans and Warwick Frost : Travel & Tour Management , Pearson Education Australia, 2003.

**Practical:**

- 1) Preparation of International Tour Services
- 2) Working with online weather channels.
- 3) Calculating Tour Budgets for College.
- 4) Searching new interesting spots for Tourist.

**Scheme of Internal Practical Evaluation 10 Marks**

- 1) Submission of Journal Book 5 Mark
- 2) Viva – Voce 5 Marks

**B.Voc. Part-III, Semester VI  
Tourism and Service Industry**

**Paper No.: XXXXVIII  
International Ticket Bookings**

Work Load  
Theory – 4 Lectures / Week

Total Marks – 50

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**Objectives:**

- i) To know about International Ticket Booking.
- ii) To Understand International Booking Agents Policies.

**Unit 1: Introduction to International Tickets**

- 1.1 Introduction about International Tickets.
- 1.2 International Travels profits and losses for the operator.
- 1.3 Factors affecting on International Tour Booking.
- 1.4 Need of International Travels with all purposes related to Tourist.

**Unit 2: International Tickets Booking**

- 2.1 Information about International Ticket booking for Various ways.
- 2.2 International Tickets Booking for various tours in various Countries.
- 2.3 International Tickets issues with profit and loss.
- 2.4 Confirmation and Cancellation in International Ticket Booking.

**Unit 3: International Network**

- 3.1 Information regarding International Network in the World
- 3.2 Importance of tour operator in International Network area.
- 3.3 Concessional Fares in International Network with all aspects.
- 3.4 Child travel issues and problem in International Network.

**Unit 4: International Booking Agents**

- 4.1 Definitions of International Ticket Booking Agents with all aspects in Tourism Industry.
- 4.2 Role of International booking agents .
- 4.3 Agents commission for bookings with profits and loss in International Ticket Booking.
- 4.4 International Tours : Cost finalisation in bookings with the Tours classifications.

**References:**

- 1) Gupta, SP, Lal, K, Bhattacharya, M. Cultural Tourism in India (DK Print 2002).
- 2) Reg Grant : Flight A complete History of Aviation : IWM Publisher 2017.
- 3) Nigel Evans and Warwick Frost : Travel & Tour Management , Pearson Education Australia, 2003.
- 4) Stefan Alexander : How to Find Cheap Flights: An In-Depth Guide to Finding the Best Flight Prices, Kindle Edition :2012.

**B.Voc. Part-III, Semester VI**  
**Tourism and Service Industry**  
**Paper No.: XXXXIX**  
**Work Experience in Tourism Sector**

Work Load  
Theory – 4 Lectures / Week

Total Marks – 50

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**Objective**

- i) To know about actual work in Tourism Sector
- ii) To understand the basics information regarding the Tour offices.
- iii) To take experience from the Tour offices.

**Unit 1: Work in Tourism Company**

- 1.1 Concept of Tourism Company in Tourism Sector.
- 1.2 Working as helper or tour operator in Tourist Company.
- 1.3 Basic understanding the Behaviour of the Customers.
- 1.4 Various work in Tourism Industry with expert knowledge.

**Unit 2 Experience from Tourism organizations.**

- 2.1 Various Tourist Organizations in the Tourism Sector.
- 2.2 Take a Experience and Learn from the Customers and Other organizations.
- 2.3 Understand the policies and ethics from the Customers.
- 2.4 Factor affecting on Tourist with various Tourism organizations.

**Unit 3: Report Writing**

- 3.1 Report writing for each movement in the Tourist operations.
- 3.2 Write a report for any tour operator with National or International Tours.
- 3.3 Benefits of Tour Report writing in National Tours.
- 3.4 Benefits of Tour Report writing in International Tours.

**Unit 4: Tour Operating**

- 4.1 Meaning and scope of Tour Operations.
- 4.2 Handling any Local or National Tour as a Tour operator.
- 4.3 Applicability of Tour operations in tourism industry.
- 4.4 Study of International tours and generate the tour report.

**References:**

- 1) Gupta, SP, Lal, K, Bhattacharya, M. Cultural Tourism in India (DK Print 2002).
- 2) Reg Grant : Flight A complete History of Aviation : IWM Publisher 2017.
- 3) Nigel Evans and Warwick Frost : Travel & Tour Management , Pearson Education Australia, 2003.
- 4) Stefan Alexander : How to Find Cheap Flights: An In-Depth Guide to Finding the Best Flight Prices, Kindle Edition :2012.

**B.Voc. Part-III, Semester VI  
Tourism and Service Industry**

**Paper No.: XXXXX  
Hospitality in Hotels**

Work Load  
Theory – 4 Lectures / Week  
Practical – 2 Lectures / Week

Total Marks – 50  
Theory – 50 Marks

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**Objective**

- i) To enable students to develop skills in hospitality.
- ii) To understand the basics operations in Hotels.

**UNIT 1: Operations in Hotels**

- 1.1 Understand the Operations in hotels.
- 1.2 Various Hotel Types based on tourist interest
- 1.3 Hotels check in and checkout trimming for the Tourist
- 1.4 Study the class wise system in the Hotels

**UNIT 2: Hotel Management.**

- 2.1 Understand the system of Hotel Management through various aspects.
- 2.2 Working as receptionist or Manager in hotels.
- 2.3 Understand the customer behaviours.
- 2.4 Discounts and Packages for various days in the Year.

**UNIT 3: Housekeeping and Laundry Operations**

- 3.1 Understand the Workers handling system with all aspect.
- 3.2 Concept of Maid's Trolley Setting and Care.
- 3.3 Cleaning & polishing of surfaces- metals and glass clean.
- 3.4 Check in the Floor, Carpets, Paints, Varnishes.

**UNIT 4: Write a Report on Hotel Management.**

- 4.1 Report as a main part of Hotel Management with Tourist interest
- 4.2 Report writes on Hotel Management and other Activities.
- 4.3 Message/Departure/Maintenance Register & follow ups of the Tourist.
- 4.4 Concept of Hotel Management is art in the Tourist Sector.

**References:**

- 1) Phillip T Kotler , John T Bowen, Makens Ph.D, James : Marketing for Hospitality and Tourism :2015
- 2) Reg Grant : Flight A complete History of Aviation : IWM Publisher 2017.
- 3) Nigel Evans and Warwick Frost : Travel & Tour Management , Pearson Education Australia, 2003.
- 4) Stefan Alexander : How to Find Cheap Flights: An In-Depth Guide to Finding the Best Flight Prices, Kindle Edition :2012.

**B.Voc. Part-III, Semester VI**  
**Tourism and Service Industry**  
**Paper No.: XXXXXI**

**Laboratory Work: International Ticket Bookings**

Work Load

Practical- 4 lectures / Week / Batch

Marks- 50

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Practicals:

1. Major Tourist spots show in World Map
2. Locates major Airports in the World Map.
3. Online check the Air Ticket operating system
4. Show the Tour route and location in the map using World Map.
5. Budgeting the International tours like Europe.

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

- |   |          |
|---|----------|
| Q.1: Perform any two practical from the above | 20 marks |
| Q.2: Practical record book                    | 20 marks |
| Q.3: Viva – voce                              | 10 marks |



**B.Voc. Part-III, Semester VI**  
**Tourism and Service Industry**  
**Paper No.: XXXXXII**

**Laboratory Work: Work Experience in Tourism Sector**

Work Load

Marks- 50

Practical- 4 lectures / Week / Batch

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Practicals:

1. Show the online portal of Tours and Travel companies.
2. Create a Tour database for preplanning of tours.
3. Show the major various companies work in Tourism sector on Internet.
4. Create a table with maps after the tours.
5. Searching new companies offices on internet.

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

- |   |          |
|---|----------|
| Q.1: Perform any two practical from the above | 20 marks |
| Q.2: Practical record book                    | 20 marks |
| Q.3: Viva – voce                              | 10 marks |

**B.Voc. Part-III, Semester VI**  
**Tourism and Service Industry**  
**Paper No.: XXXXXIII**  
**Laboratory Work: Hospitality in Hotels**

Work Load

Marks- 50

Practical- 4 lectures / Week / Batch

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Practicals:

1. Prepare a data for Hospitality in Hotels
2. Searching on internet about the tourist favourite hotels.
3. Identifies major hotels in the Indian Map.
4. Identifies major hotels in the World Map.
5. Create a list for hotel festivals and important days summery.

**Scheme of Practical Evaluation**

**Internal Practical Evaluation**

- |   |          |
|---|----------|
| Q.1: Perform any two practical from the above | 20 marks |
| Q.2: Practical record book                    | 20 marks |
| Q.3: Viva – voce                              | 10 marks |

**B.Voc. Part-III, Semester V**  
**Tourism and Service Industry**  
**Paper No.: XXXXXIV**  
**Project/Industrial visit/ Internship**

Work Load-

Practical- 4 lectures / Week / Batch

Marks- 50

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Students must submit detailed report related to topics on

1) Study tour in North India with observation regarding climate, settlements, occupations, lifestyle, hotel types and tourist places.

Or

2) Based on working in Tours and Travel office.

Or

3) Based on Internship.

Note: Students should complete Internship for the required duration and submit Internship report in the Department.

**Scheme of Report Evaluation**

**Internal Evaluation**

• Report related to above.

40 marks

• Viva- voce

10 marks